Abstract:

In contemporary business landscapes, the efficient management of field services is paramount for organizations to meet customer demands, ensure service excellence, and maintain a competitive edge. SAP Field Service Management (SAP FSM) emerges as a robust solution designed to streamline and optimize field service operations across various industries.

Salesforce Field Service Lightning (FSL) represents a paradigm shift in how organizations manage and optimize their field service operations.

This paper compares both the software highlighting its key features, benefits, implementation strategies, and impact on organizational performance.

SAP Field Service Management

Pros

- Self-service portal for Customers (call/email/QR code scan)
- Mobile/tablets access for technicians
- Improve First time fix rate (FTFR):
  - ✓ Skill matching
  - ✓ Real time Van stock
  - ✓ Spare parts reservation
- Improve Mean Time to Resolve (MTTR):
  - ✓ Work force management
  - ✓ Notification & Travel planning
  - ✓ Maintenance history of equipment
  - ✓ Diagnostics checklist
  - ✓ Repair checklist
  - ✓ Knowledge articles
  - ✓ Both online & offline availability of transactions through mobile app for technicians
  - ✓ Technician video assistance through call.
- Reduction in the development cost when combinedly uses with SAP ERP - Standard interfaces available for S4 master data, inventory & service orders through SAP cloud integration platform (CPI)
- Availability of crowd service to scatter multiple markets without sacrificing the quality of service.
- IOT (Internet of things) can trigger predictive maintenance jobs based on predefined conditions.
- Globally scalable

Cons

- Need to establish new interfaces for customer, material, equipment & inventory.
- Out of box integration only for driving time. Fly time needs development.
- Additional platform for customer service team to handle repairs.
- Skillset gap – lack of capabilities

Salesforce Field Lightining Service

Pros

- Self-service portal for Customers(email/call)
- Mobile/tablets access for technicians
- Improve First time fix rate (FTFR):
  - ✓ Skill matching
  - ✓ Real time Van stock
  - ✓ Spare parts reservation
- Improve Mean Time to Resolve (MTTR):
  - ✓ Work force management
  - ✓ Notification & Travel planning
  - ✓ Maintenance history of equipment
  - ✓ Diagnostics recommendation engine
  - ✓ Repair checklist (work plans)
  - ✓ Knowledge articles
  - ✓ Both online & offline availability of transactions through mobile app for technicians
  - ✓ Jeopardy alert if the call is not closed on time.
- Auto scheduling for preventive maintenance
- Out of box email integration. Text & What's app can be handled through add on
- Single platform for customer service to record service call for both inhouse & onsite repair.
- Self-scheduling available for technicians incase customer service is not layered in between.
- PTO request can be made & approval can be done by manager which will display in the scheduling board calendar to avoid tasks assignment.
- Interfaces are readily available for customer, material & equipment.
- Globally scalable

Cons

- Custom development required to build only inventory interface with S4 HANA
- Out of box integration only for driving time. Fly time needs development, but placeholder is available.
- Cost tracking for a service needs additional development.
- Inhouse repair process like shipping loaner is not out of box.

Features Comparison

Features	SAP FSM	Sales force -FLS
Self service for customers – Customer portal	✔	✔
Mobile/tablet access for Technicians	✔	✔
Offline access of apps for Technicians	✔	✔
AI powered Skill matching & task assignment	✔	✔
Technician Video assistance	✔	✘
Spare parts Reservation for the service	✔	✔
Scheduling & work force management for Managers	✔	✔
Notification & Travel planning	✔	✔
Maintenance history of equipment	✔	✔
Diagnostic checklist	✔	✔
Repair check list	✔	✔
Knowledge articles	✔	✔
Jeopardy Alert for unclosed calls	✔	✔

Features	SAP- FSM	Sales force -FLS
Global scalability	✔	✔
Auto scheduling of jobs for preventive maintenance	✔	✔
Out of box email integration	✔	✔
Placeholder for text & what's app integration	✘	✔
PTO request for technicians & visibility to Managers	✘	✔
Existing interfaces – Customer/Material/Equipment	✘	✔
Inventory Interface	✘ Need enhancement	✘ Need enhancement
Truck Stock tracking	✔	✔
Integration to SAP-S4 Hana	No enhancement required	Enhancement required